



**PRTF Alternative CHANCE Waiver
FREQUENTLY ASKED QUESTIONS**

- 1. *How will waiver clients access “Psychiatric Medical Assessment” once it is removed from the program as a waiver service?***

Psychiatric Medical Assessment is a service offered through the State Plan that can be accessed by waiver participants through any enrolled Medicaid provider.

- 2. *There are few CHANCE waiver providers who offer the service of Psychiatric Medical Assessment; how do we ensure that families have a choice in waiver providers?***

Since the proposed change would result in Psychiatric Medical Assessment being offered as a State Plan service instead of being offered as a CHANCE waiver service, families can choose to receive Psychiatric Medical Assessment from any enrolled Medicaid provider who is qualified to provide that service.

- 3. *What kind of outreach is being done now that eligibility for the waiver will be statewide?***

The South Carolina Department of Health and Human Services has been in contact with current providers to ensure that services are available statewide for eligible recipients. A notice was sent June 2012 informing the public of the statewide expansion. In addition, the PRTF Alternative CHANCE Waiver partners with a family advocacy organization, Federation of Families regularly conducts community outreach regarding resources and available programs. Information about the PRTF Alternative CHANCE Waiver is also posted on the SCDHHS website at <http://www.scdhhs.gov/>. Details about the waiver have been shared with state agencies, stakeholders and providers, as well.

- 4. *What tool does Federation of Families use during the initial screening to determine if the youth has a need for services?***

Federation of Families uses the PRTF Alternative CHANCE Waiver Intake Form to collect basic information about a potential waiver participant and to determine if they meet the criteria for participation. Waiver participants must be between the ages of 4 and 19, have a diagnosis of Serious Emotional Disturbance, and have a need for waiver services. A summary of the questions on the intake form will be available on our website.

- 5. *What documentation is acceptable in regards to the proposed change to require families to provide Federation of Families with documentation of a Serious Emotional Disturbance diagnosis?***

Families must provide documentation from a physician or clinician stating that the child has a diagnosis of SED and/or requires supports and services through the waiver, as well

as an explanation for the need for waiver services. Federation of Families will assist families in obtaining this documentation.

6. *Who makes eligibility determinations for potential waiver participants?*

Medicaid eligibility will be determined by the local SCDHHS Medicaid Eligibility Office. Level of care eligibility assessment is conducted by a qualified clinician of the family's choice who has been certified by SCDHHS to do a Child Adolescent Level of Care Utilization System (CALOCUS) assessment. SCDHHS makes the level of care eligibility determination based on the recommendations of the clinician who performed the CALOCUS Assessment. If the youth meets all of the requirements and there is an available waiver slot, SCDHHS will enroll the youth into the waiver.

7. *What kind of support will the PRTF Alternative CHANCE Waiver offer families in obtaining documentation of a Serious Emotional Disturbance?*

The PRTF Alternative CHANCE Waiver has partnered with the Federation of Families to provide support and assistance to families currently enrolled or desire to apply for supports and services through the waiver. Federation of Families will assist families in obtaining appropriate documentation in order to advocate for them in receiving needed supports and services.

8. *What supports are families offered when they are denied services through the waiver?*

When a youth is found to be ineligible for PRTF Alternative CHANCE Waiver services, SCDHHS and/or Federation of Families will refer the youth to an appropriate program based on the needs of the both youth and his/her family. Often the youth and family are referred to The Continuum of Care or the Department of Mental Health (DMH).

9. *The current PRTF Alternative CHANCE Waiver Manual references DMH in the fair hearing process. Since DMH is no longer the operational entity, will the fair hearing process be the same as other Medicaid appeals?*

As of October 1, 2010, SCDHHS assumed operations of the PRTF Alternative CHANCE Waiver. All DMH roles and responsibilities were transferred to SCDHHS staff. The formal process of review and adjudication of actions and/or determinations is done under the authority of Section 1-23-310 et. seq., Code of Laws, State of South Carolina, 1976, as amended, and the SCDHHS regulations Section 126-150 et. seq. SCDHHS staff are currently working to ensure that any changes made to the fair hearing process align with applicable rules and regulations.

10. Does the family advocacy organization provide families with information about how to obtain legal counsel?

The Federation of Families has a list of resources on their website at <http://fedfamsc.org/> to help families obtain legal counsel.

11. Will the PRTF Alternative CHANCE Waiver coordinate with Home Again?

Once the Home Again program is fully operational, the PRTF Alternative CHANCE Waiver and the Home Again program will collaborate to fill available waiver slots with eligible youth who are transitioning out of Psychiatric Residential Treatment Facilities (PRTF).

12. If there are no available waiver slots or if a child does not meet the PRTF Alternative CHANCE Waiver level of care eligibility requirement, who will ensure that the child receives all available services that he/she are entitled to?

If there are no available waiver slots or if the youth is not eligible for waiver services the Federation of Families and/or the SCDHHS will refer the family to DMC or The Continuum of Care. Referrals may be given to other agencies depending on the needs of the family and youth. Youth who meet the level of care for the waiver and are eligible for waiver services will be placed on a waiting list until such time that a waiver slot becomes available.

13. If the child is in the custody of the Department of Social Services (DSS) and has a Guardian ad Litem (GAL), what kind of notice will be provided to the GAL?

Notices and information regarding waiver related issues for youth in the custody of the DSS will be sent directly to DSS. DSS is responsible for communicating this information to the GAL.

14. What is a grievance and what is a fair hearing?

A grievance is the process by which a family can formally file a complaint about an issue that they were unable to resolve on their own. For example, if a family is no longer satisfied with the way a service is provided and has not been able to resolve the issue through the service plan development process the family would file a grievance.

A fair hearing is the process by which a family may have a decision reconsidered (appealed) regarding a waiver participant's eligibility for services. For example, if a family felt that they were being denied services that they are entitled to, they would request a fair hearing.

15. Will the family advocate know how to assist the youth/family in determining whether a fair hearing or a grievance is appropriate?

Federation of Families is well trained and knowledgeable regarding the grievance process and mediation that may be required to resolve a family's concerns. The Federation of

Families is also qualified to assist a family through the fair hearing process, if needed. In the future, the Federation of Families will be trained on any new processes or policies in order to address the needs of the youth and/or families. Waiver staff are currently working with SCDHHS Appeals office to ensure that the grievance process and the fair hearing process aligns with applicable rules and regulations.

16. Is there a process for mediation of grievances and if so who provides the mediation?

The Federation of Families is responsible for assisting families to file their grievance by submitting the complaint in writing. Once the family has formally reported their complaint, a family advocate from the Federation of Families will provide a mediation session for all involved parties in order to resolve the concerns that the family reported. If the mediator has rendered a decision that is adverse to the participant, that participant has a right to appeal that decision within thirty days of written notice as provided by SC Regulation 126-150 *et seq.* PRTF Alternative CHANCE Waiver staff are currently working with SCDHHS Appeals office to ensure that the grievance process aligns with applicable rules and regulations.

17. What information is provided about how to file a complaint with the Centers for Medicare and Medicaid Services (CMS) or under the (ADA)?

Information regarding how to file a complaint with the Center for Medicare and Medicaid services can be found at the CMS website: <http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/cms10287contact.pdf>

Information regarding how to file a complaint under the American's with Disabilities Act can be found at the ADA website at: <http://www.ada.gov/enforce.htm#anchor218282>

These links will be available on the PRTF Alternative CHANCE Waiver website: <https://msp.scdhhs.gov/chance/>

18. How will parents be informed of their right to ask the hearing officer for an independent medical evaluation under title 42 section 431.240(b)?

Youth and families will be fully informed of their rights regarding a fair hearing by the Federation of Families, the family advocacy organization. Waiver staff are currently working with SCDHHS Appeals office to ensure that the fair hearing process aligns with the rules and regulations applicable.